

TO: NASA Ames Research Center Customers

FROM: CF/Deputy Chief Financial Officer-Finance

SUBJECT: IMPORTANT NOTICE Address Change

Effective July 1, 2008, all NASA Ames billing and collection operations will be centralized and processed through a central Agency location. Please send all payments to the following address:

NASA Shared Service Center (NSSC)-FMD Accounts Receivable  
Attn: For the Accounts of Ames *Research Center*  
(Agreement #SAA2-\_\_\_\_\_)  
Bldg. 1111, C Road  
Stennis Space Center, MS 39529

Payments can also be made on Pay.Gov. To make a payment on Pay.Gov, please follow these steps:

1. Go to the NASA Shared Services Center (NSSC) Customer Service Website at [www.nssc.nasa.gov/customerservice](http://www.nssc.nasa.gov/customerservice).
2. On the left-hand side of the screen, in the Quick Links box, click on Pay NASA.
3. Select the appropriate NASA Center from the arrow down menu.
4. Select Direct or Advance from the Transaction Type arrow down menu.
5. Click the Submit button.
6. A dialog box will appear, click OK if the information in the window is correct; click Cancel to correct information.
7. Follow the instructions to make a payment to the correct NASA Center.

You will receive a confirmation number at the end of your transaction. Please retain this number for your records.

Effective July 1, 2008, any questions regarding billings and collections should be addressed to the NSSC, via e-mail at <mailto:nssc-contactcenter@nasa.gov>, by fax using 1-866-829-6772, or by phone at 1-877-677-2123 (1-877-NSSC123). Hours of operation are Monday – Friday, 8:00 a.m. – 8:00 p.m., Eastern.

Thank you for your assistance in this effort. If you have any questions regarding this notice, please call Karen Gentry at 650-604-5317, or email her at [Karen.L.Gentry@nasa.gov](mailto:Karen.L.Gentry@nasa.gov).

Kevin L. Werner  
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